

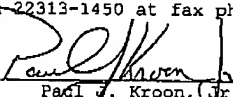
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Szlam et al.
Serial No. : 09/437,414
Filed : November 10, 1999
For : Dynamic and Interdependent Processing of
Inbound and Outbound Communications
Attorney's Docket : CONCERTO-500AX
Examiner : Allan Hoosain
Group Art Unit : 2645

I hereby certify that this correspondence is being transmitted by facsimile to Commissioner of Patents, Alexandria, VA 22313-1450 at fax phone number 703-746-5744 on January 12, 2005.

By


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AMENDMENT AFTER FINAL PURSUANT TO 37 C.F.R. § 1.116

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the Office Action dated February 2, 2004,
please amend the above-identified Patent Application as follows: